

Department of Technology Services

Systems Software Specialist II (Technical) and (Supervisory) Systems Software Specialist III (Technical) and (Supervisory)

Departmental Open Examination

Location: Sacramento

Accepting Applications Continuously - Apply Today

The Department of Technology Services (DTS), provides information technology (IT) services to many state, county, federal and local government entities throughout the State of California. We design, engineer and deliver comprehensive cost-effective computing, networking, electronic messaging, and data storage solutions that benefit the people of California through an enterprisewide IT infrastructure. Several significant efforts are underway to streamline desktop support through the use of server based computing, establish a converged network for voice, video and wireless communication, build an e-mail service supporting over 100,000 users throughout the state and establish IT standards that will support DTS customers for years to come.

Systems Software Specialist II (Technical) & (Supervisory)

**Monthly Salary: \$5378-\$6864 (Technical)
\$5647-\$7208 (Supervisory)**

Technical positions, under general supervision, act as expert specialists, a team leader on the more complex systems software projects, and/or work independently as high-level technical specialists on the more complex system assignments. Under general direction, supervisory positions supervise the more complex software systems or systems software projects.

Systems Software Specialist III (Technical) & (Supervisory)

**Monthly Salary: \$5909-\$7540 (Technical)
\$6205-\$7918 (Supervisory)**

Technical positions, under administrative direction, work independently as the recognized technical specialist on the maintenance of the most complex software systems and software projects, and/or act as a leader on projects involving the conversion to the most complex computer configurations. Supervisory positions supervise projects involving conversion to the most complex configuration and/or supervise a staff of software specialists responsible for the most complex assignments.

Minimum Requirements: All applicants must meet the Minimum Requirements on the date of submission (postmark) of their application for examination. Qualifying Experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished by "Either I, or II, or III", etc., to meet 100% of the minimum requirements stated below:

Either I

One year of experience in the California state service performing duties comparable to a Systems Software Specialist I (Technical) or a Systems Software Specialist I (Supervisory).

Or II

Two years of experience in the California state service performing duties comparable to an Associate Systems Software Specialist (Technical).

Or III

Three years of progressively responsible experience in information technology systems study, design, and programming, which shall have included responsibilities such as coding, designing, modifying, installing, evaluating, and maintaining computer software. One year of experience in this pattern must include independent responsibility as a leader on systems software projects, or as a technical specialist on complex technology systems.

Either I

One year of experience in the California state service performing duties comparable to a Systems Software Specialist II (Technical) or a Systems Software Specialist II (Supervisory).

Or II

Two years of experience in the California state service performing duties comparable to a Systems Software Specialist I (Technical) or a Systems Software Specialist I (Supervisory).

Or III

Four years of progressively responsible experience in information technology systems study, design, and programming, which shall have included responsibilities such as coding, designing, modifying, installing, evaluating, and maintaining computer software. One year of experience in this pattern must include independent leadership responsibilities on complex systems software projects, or as a high-level technical specialist on the more complex systems assignments.

How To Apply: Complete the Department of Technology Service's System Software Specialist, Supplemental Application Form available online at www.spb.ca.gov/employment/DTS_SSS.htm. Submit the completed and signed Supplemental Application and a Resume or Standard State Application Form by mail to:

**Department of Technology Services
Human Resources-Examination Unit
P.O. Box 1810
Rancho Cordova, CA 95741**

Please contact Tammy Ervin at the Department of Technology Services at (916) 464-0315 for additional information or questions regarding this

Employment List Information: A CANDIDATE MAY ONLY TEST ONCE IN A 12 MONTH PERIOD. Successful candidates will be placed on the employment list by their final scores for 12 months. All successful candidates are placed in one of six ranks and the first three ranks are immediately reachable for employment.

Systems Software Specialist II and III (Technical) and (Supervisory)

Scope: The examinations for the Systems Software Specialist II and III (Technical) and (Supervisory) will be weighted 100% Training & Experience Supplemental Application and will evaluate candidates education and experience based on the following knowledge and abilities:

Knowledge of:

- Secure n-tier architecture (e.g., web, application, database, COTS) methods to troubleshoot problems and advise users and application developers; and to design and maintain applications based on business/system requirements.
- Data gathering, sampling and analysis techniques to troubleshoot complex problems, plan for future needs, monitor system/network performance, and present information and make recommendations to managers and users.
- Information technology systems software, programming, equipment and capabilities in order to install, maintain, secure, and support hardware/software, apply patches and fixes, and resolve complex problems.
- Computer system hardware to install, maintain, and support software and recommend hardware based on application design requirements.
- Installation processes to ensure successful hardware/software installations and troubleshooting.
- Principles of project management in order to perform such tasks as resource management, project implementation, task management, project plan, etc.
- Project management procurement which includes defining the scope, preparing budget/costs, determining resource requirements and schedule, performing risk analysis, in order to deliver high-quality automation systems on time and within budget.
- Program management and supervision.

Ability to:

- Work independently to complete assigned tasks, and meet deadlines and service levels.
- Identify problems, draw valid conclusions, and develop effective solutions to troubleshoot applications and performance issues, and resolve the most complex technical problems.
- Grasp new concepts in order to keep abreast of changes and trends in the industry.
- Exhibit and maintain professionalism in order to communicate effectively and maintain positive working relationships.
- Effectively communicate problems and solutions to user, managers, team members and vendors.
- Be proactive in identifying problems, suggesting solutions, and independently resolving issues.
- Analyze data and situations, and think logically and creatively in order to develop plans, solve problems, assist developers, make recommendations, prepare reports, and support business functions.
- Effectively apply knowledge of current industry trends to evaluate alternative proposals and recommend optimal solutions.
- Consider the larger business perspective in proposing and designing information technology solutions.
- Direct the work of others in order to meet deadlines and service levels.
- Mentor Team Members in order to provide the necessary technical knowledge and skill to perform effectively and productively and prepare employees for career advancement.
- Appropriately assign workload in order to provide employees with the time, tools and training to complete the work and to control quality.

Individual applicants will be rated based upon the degree to which they possess these and other related knowledge and abilities and their relative importance to each job classification (e.g, System Software Specialist II (Technical), System Software Specialist II (Supervisory), etc.) for which they have applied.

Special Testing Arrangements:

If you are disabled and need special assistance or testing arrangements, contact the Department of Technology Services, Examination Unit at (916) 464-0315, or from TTY Phones at 1-(800) 735-2929 or from voice phones at 1-(800) 735-2922.

Requirements for Admittance to the Examination:

State Employees who are currently appointed to a permanent, full time position at the SSS II or SSS III level may not take an examination for the same classification in which he/she has a permanent appointment per Government Code Section 18935(b).

General Information:

If you meet the requirements stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the employment list. Your performance in the examination described on this bulletin will be compared with the performance of others who take this test, and all candidates who pass will be ranked according to their scores.

The Department of Technology Services reserves the right to revise the examination plan to better meet the needs of service, if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigations may be made of employment records and personal history and finger printing may be required.

California State Government - An Equal Opportunity Employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age or sexual orientation. It is the objective of the State of California to achieve a drug-free State work place. Any applicant for State employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the laws of the State, the rules governing civil service and the special trust placed in public servants.